



Performance Report:

April

Measure

Data

Unemployment Insurance	
Total Benefits Paid	\$ 11,867,115
Unpaid Pending Claims	401†
Pending Appeals	68,933*

Customer Contact Center Data	
Total Calls Handled	110,826
Average Wait Time for all Calls	0.48 min

Labor Market Data	
Initial Claims	10,203
Continued Claims	44,793
Unemployment Rate	3.0 %
Labor Force	4,329,907
Labor Force Participation Rate	63.5 %

Workforce Services Data	
Customers Served in Virginia Workforce Connection	15,091
New Employment Services Customers	3,416
New Intensive Reemployment Customers	456
New Trade Impacted Workers Enrolled	18
Veterans with Significant Barriers to Employment Served	369
Work Opportunity Tax Credits Awarded	\$ 16,549,800

† as of 5/1/2022

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